

INFORMATION SERVICES

Use of Social Media

12-15

Policy

Department of Children and Families staff may use social media (e.g., Facebook, Twitter, MySpace, Craigslist, LinkedIn, YouTube, DCF-created websites) to:

- communicate with adult and child clients, foster parents and relative caregivers;
 - provide general education about the agency to the public;
 - search for relatives or for children on runaway status; and
 - gather publicly-available information.
-

State Acceptable Use Policy

All relevant DCF and DAS Bureau of Enterprise Systems and Technology (BEST, formerly DoIT) policies shall strictly apply.

All uses of social media shall be in conformance with the State of Connecticut Social Media and Acceptable Use Policies and the DCF Acceptable Use Policy

Cross reference: [DCF Information Systems Policy, Ch. 12.](#)

Cross reference: "[Social Media Policy](#)," DAS Bureau of Enterprise Systems and Technology, 11/1/2010 and updated 1/5/12.

See also: State of Connecticut policies on "[Security for Mobile Computing and Storage Devices](#)," "[Acceptable Use of State Systems](#)" and "[Network Security Policy and Procedures](#)" to ensure a full understanding of all relevant State policies.

In the event that two or more policies contain conflicting or different requirements, the more restrictive policy applies or the BEST policy prevails.

Confidential Information

No confidential client information shall be posted to a social media site by a DCF employee in any manner or for any reason.

Business Use Only

DCF staff shall not access social media for personal use through State of Connecticut equipment. Social media use through state equipment is limited to DCF business purposes only.

Personal Social Media Accounts

DCF employees shall not "friend" or otherwise contact DCF adult and child clients through personal social media accounts without the written permission of a DCF manager.

DCF staff may not discuss or comment on clients, relatives or foster families on their personal social media accounts.

INFORMATION SERVICES

Use of Social Media

12-15

Social Media and Website Content as a Public Record

Information and communications posted to social media accounts or DCF websites constitute public records and, as such, are subject to disclosure pursuant to the Freedom of Information Act.

Content, including DCF websites, comments and posts, created through the use of social media shall be preserved or disposed of in accordance with the Connecticut State Library's State Agencies' Records Retention/Disposition Schedules or any applicable litigation hold notice.

Cross reference: [General Letter 2009-2, "Management and Retention of Email and Other Electronic Messages."](#)

Legal references: Conn. Gen. Stat. [§1-240](#), [§7-109](#), [§11-8a](#) and [§53-153](#).

Creating and Using a Social Media Account or Website

Each social media account or website created using state equipment shall be approved in advance by DCF Information Services, which may, in turn, be required by state policy to seek permission from BEST.

Any DCF staff member who creates an account or otherwise accesses social media using state equipment shall:

- first submit a written statement to DCF Human Resources acknowledging that he or she has read the policies cited in this section;
 - conform to the Terms of Service specific to the individual social media site;
 - identify themselves clearly and accurately: pseudonyms shall not be permitted;
 - at all times, comply with applicable law regarding copyrights and plagiarism. Posting someone else's work, including photographs, without permission shall be prohibited (other than short quotes that constitute legal "fair use");
 - not post libelous or defamatory information to the internet.
-

Employee Awareness and Training

The DCF Academy for Workforce Knowledge and Development shall ensure employee awareness and provide training programs to ensure compliance with this policy.

DCF reserves the right to filter internet and social media sites accessed through state equipment. There is no expectation of employee privacy when using state equipment and DCF may monitor and review employee use at its discretion.

INFORMATION SERVICES

Use of Social Media

12-15

Security

Inappropriate use of social media that poses a risk to the state's information technology infrastructure may result in the suspension of DCF's use at the discretion of BEST.

DCF staff shall not download games, advertisements or applications to the State of Connecticut system without prior written approval from DCF Information Services.

Individual user IDs and passwords shall not be duplicated across multiple sites. Use of a state system password as a password on a social media site endangers the state system if the social networking site is subject to a security breach.

Penalties for Violation

Failure to adhere to this policy and the associated state policies may result in disciplinary action up to and including dismissal.
